



Glenworth Valley Services P/L ABN: 42 658 080 810 T/A Glenworth Valley Wilderness Adventures

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**OUTDOOR ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS**

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Thank you for enquiring about our **Front of House Venue Supervisor** role at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and outdoor adventure centre.

#### **About Glenworth Valley**

GVWA is a diverse, family owned, multi-award-winning business specialising in adventure activities, accommodation and events. Glenworth Valley welcomes approximately 250,000 guests annually onto our pristine 3000 acre wilderness property to partake in a wide variety of adventure activities, and over 300 diverse events. We are a family run business who has been in operation for more than 50 years and employ a passionate team of 45 full time and approximately 100 part time and casual team. Glenworth Valley is located only 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford.

#### **Why do people love working at Glenworth Valley?**

Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural scenery, the fun and enjoyable services we offer our customers and the amazing, friendly team of people you will be working with. To familiarise yourself with the nature of our businesses, please visit [www.glenworth.com.au](http://www.glenworth.com.au).

#### **Purpose of the Role**

The purpose of this role is to ensure the high-quality coordination and execution of all Front of house services in our Event centre including across Functions and Events and our Kiosk/ Café operations. The Front of House Venue supervisor plays a pivotal role in ensuring operational efficiency and maintaining clear communication and collaboration between the Front of house wait and bar teams, back of house kitchen teams, Events team, kiosk/ cafe team and the Head of Food and Beverage.

#### **Who we are looking for**

The type of person we are looking for is happy and enthusiastic, well presented, has excellent communication skills and who enjoys working with a friendly team of people in a fun environment. Previous experience in the hospitality industry is essential.

This is a hands-on position, and the ideal candidate will take pride in their work, demonstrate a professional approach to delivering exceptional customer service that exceeds guests' expectation and possess excellent communication skills with all team members. They should also have a high attention to detail, strong prioritisation skills, and be highly organised.

All applicants must be non-smoking and will be assessed based on their responses in the GV application form and against the key result areas outlined in the position description.

#### **Remuneration**

This position is offered at an hourly wage of \$35.21, \$52.81 on Sundays and \$88.08 on public Holidays. This equates to an approximate annual Salary package of \$90,452.19 including super subject to actual days and times worked. All rates are before tax. Your ordinary hourly rate incorporates and offsets all entitlements including overtime, penalties, allowances, and annual leave loading as contained within the Award.

You will receive an unpaid meal break of 30 minutes per 8-hour shift.

#### **Hours of Work**

The Front of House venue supervisor is a full time 40 hour per week role.

Due to the ever-changing nature of events your roster will vary weekly and seasonal based on our events schedule which is generally booked many weeks in advance. Your typical week will consist of a variety of actual event days as well as office days to do kiosk and events admin and preparation. It is your own responsibility to self-manage your hours. Any hours worked in excess of 40hrs per week will be accrued as Time Off In Lieu which can be used down at a latter stage. A typical events schedule will consist of midweek groups such as conferences and corporate groups with weddings generally falling on Friday and Saturday nights.

#### **What to do next**

Please complete the application form and return it and your resume ASAP via email to [employment@glenworth.com.au](mailto:employment@glenworth.com.au) by mail or deliver it in person. Please note that no interviews will be conducted, or further information provided on the day if you choose to deliver your application in person.

If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for your enquiry.

## Position Description

<b>Title:</b>	Front of House Venue Supervisor
<b>Reports to:</b>	Head of Food & Beverage
<b>Hours:</b>	Permanent Full time – 40 hours per week – subject to events schedule
<b>Direct reports:</b>	Wait and Bar and Kiosk/ Café Team members
<b>Breaks:</b>	30 minutes lunch or dinner per 8 hour shift
<b>Grade:</b>	Grade 4
<b>Last Updated:</b>	March 2025

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### GLENWORTH VALLEY WILDERNESS ADVENTURES

<b>Our Mission</b>	To provide exceptional experiences sustainably by connecting people through our spectacular wilderness
<b>Our Vision</b>	To be Australia's leading provider of outstanding wilderness experiences.
<b>Purpose of the role</b>	The purpose of this role is to ensure the high-quality coordination and execution of all Front of house services in our Event centre including across Functions and Events and our Kiosk/ Café operations. The Front of House Venue supervisor plays a pivotal role in ensuring operational efficiency and maintaining clear communication and collaboration between the Front of house wait and bar teams, back of house kitchen teams, Events team, kiosk/ cafe team and the Head of Food and Beverage.

#### Key Result Areas

<b>Work Health and Safety</b>	<ul style="list-style-type: none"><li>• Applies health and safety knowledge to impart an attitude, standard and performance in line with a safety-first culture.</li><li>• Assist in the design, implementation, monitoring and assessment of safety procedures for all Kiosk duties</li><li>• Deliver team induction and ongoing safety training for all Front of House and Kiosk/ café team</li><li>• Ensure all dietary, safe food handling and allergy management procedures are strictly adhered to by team members at all times.</li><li>• Implement Glenworth Valley's risk management, emergency, and crisis management plans</li><li>• Ensure compliance with relevant Workplace Health and Safety practices and policies</li><li>• Proactively identify and assess potential risks, modifying duties to minimise risk.</li><li>• Coordinates first aid and major incident responses in emergency situations and Investigate injuries, incidents, or complaints to see what action needs to be taken to rectify the situation and prevent similar situations from occurring in the future</li><li>• Accurately document all incidents, hazards and near misses in a timely manner according to company policies and procedures</li><li>• Ensure all dietary, safe food handling and allergy management procedures are strictly adhered to by team members at all times.</li><li>• Ensure food handlers are aware and practice compliant food safety handling techniques.</li><li>• Ensure a <i>Food Premises Assessment Report</i> is completed monthly to commence and then six monthly.</li></ul>
<b>Customer Service/ Satisfaction</b>	<ul style="list-style-type: none"><li>• Ensure your conduct and behaviour supports and encourages a positive work environment</li><li>• Provide high quality customer service in a manner that exceeds customers and guest's expectations and impressed with the experiences and services we provide.</li><li>• Train and educate the team on Glenworth Valley's customer service standards and regularly monitor their implementation proving constructive feedback where necessary.</li><li>• Maintain a professional standard of presentation in accordance with GVWA's uniform policy</li><li>• In a prompt manner respond to relevant necessary communication, including via email, text, deputy or designated work-related social media groups.</li><li>• Ensure visitor and guest enquiries are answered in a friendly, empathetic way.</li></ul>

- Investigate all customer enquiries or feedback in an effective and empathic manner to ascertain what further action is needed and where necessary provide all necessary feedback to other team members and the Head of Food & Beverage and Kitchen in a positive and constructive manner.
- Lead by example by maintaining a work environment that is clean, highly organised, professional, safe, and enjoyable.

#### **Wait and Bar Operations**

- Provide table waiting or bar services in a friendly and timely manner with a high degree of accuracy and attention to detail.
- Assist with hands on, kitchen operations, clean up and resetting activities.
- Provide all bar services according to GVWA's house rules, RSA requirements and liquor license conditions.
- Handling cash and processing credit and EFTPOS payments for food and beverages in accordance with policies and procedures
- Maintain cleanliness and appearance of all food and beverage preparation, consumption and back of house areas.
- Coordinate and oversee food service logistics including outdoor catering.
- Oversee and report cleaning and maintenance of equipment and facilities on a routine basis to ensure they remain clean, tidy and in a suitable condition for the purpose it is being used for, to detect potential safety issues and either carry out or arrange preventative maintenance and repairs.
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#### **Kiosk Chef/ Cafe Operations**

- Prepare and deliver high-quality food, meals, and beverages with proficient barista skills and attention to presentation standards.
- Assisting with food preparation, serving, and cooking functions
- Assist with menu curation, design changes and implementation.
- Multitask effectively to support other kiosk/cafe team members and areas, as required.
- Accurately handle cash transactions, operating the point-of-sale system, and ensuring secure cash register operations and reconciliations.
- Minimise food wastage through effective planning and inventory management.
- Achieve financial targets (revenue and expenditure) aligning with the business's annual financial plan and operate according to established food cost margins.
- Adhere to all food safety, hygiene, stock management, and ordering procedures professionally and cost-effectively.
- Evaluate kitchen and kiosk operations to identify opportunities for efficiency and quality improvements.

#### **Team Management and Leadership**

- Create a pleasant and enjoyable working environment for team members through encouraging and supporting team members with regular positive, constructive feedback, recognition, guidance, supervision, and leadership to ensure good employee retention is achieved.
- Work collaboratively with managers to balance competing priorities and delegate responsibilities effectively to team members, where appropriate.
- Create a happy and collaborative work environment by providing regular, constructive feedback, recognition and guidance to team members.
- Conduct on-the-Job training and assessment of team members to build skill and knowledge.
- Update the Head of Food & Beverage regarding any issues affecting the performance of team members. Respond to and communicate any requests for training or suggestions/feedback from team members to the Head of Food & Beverage
- Model professional conduct and behaviour, demonstrating effective leadership traits such as accountability, adaptability, and resilience.
- Proactively counsel, coach and resolve any conflict that may develop amongst team members in a fair, impartial and constructive manner.
- Regularly hold and attend team meetings and briefings to ensure good communication occurs amongst your team and across the organisation at all times.
- Effectively manage workloads and team member productivity to ensure all daily duties are completed in a timely and efficient manner.
- Develop and implement rosters to suit operational demand and financial targets.

## **Position Qualities, Skills, and General Requirements**

### **Key Behaviours**

- **Customer Focus** – Anticipates and meets the needs of customers and responds in an appropriate manner. Demonstrates a personal commitment to identify customers' apparent and underlying needs and continually seeks to provide the highest quality service and product to all customers.
- **Accountability** – takes accountability for ensuring areas of responsibility are effectively managed.
- **Planning and Organisation** – Effectively plan and implement daily and weekly task lists, achieving them in a timely and coordinated manner.
- **Evaluating and decision-making** – Weighs alternative courses of action and makes decisions that reflect factual information and are based on evidence, logic, reason, and fairness.
- **Communications Skills** – Takes the initiative to communicate accurate, up to date plans and information to all team members. Expresses thoughts clearly both verbally and in writing. Listens and understands the views of others
- **Technical Proficiency** – Demonstrates the appropriate level of proficiency in the principles and practices of catering.

### **Essential Qualities and Skills**

- Sound employment background with extensive knowledge of the Food and Beverage Industry
- Excellent time management, organisational and motivational skills
- Good communication skills, including an excellent record of Front of House proficiency.
- Good attention to detail in a fast-paced environment
- Outstanding customer relations skills and the ability to meet, time frames, customer's needs and requirements
- Friendly and engaging personality and customer service approach
- Methodical, highly organized with an ability to work under pressure
- Executors duties under limited supervision individually or in a team environment
- Comprehends and articulates quality control techniques
- Ability to work from complex instructions and procedures
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### **Desirable Skills**

- Function or events experience
- Barista experience
- Sound knowledge of WHS practices and procedures
- Supervisory skills including coaching and team management experience.
- Problem solving ability and initiative.
- The ability to prioritise and work at a hectic pace during busy times.
- Ability to delegate

### **General Requirements**

- Glenworth Valley is a non-smoking work environment.
- Own transport required.
- Working as directed
- "Working with Children" check.
- Valid First Aid Certificate
- RSA Certificate